Little Rosebuds Childcare



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Quality of Care Report

Period of review: June 2020 – May 2021

**Introduction**

I have been a registered childminder for 19.5 years and during this time I have continued my professional development to improve my service. During the period of this review I have attended training and reviewed my toys and equipment. My daughter, Bethan Rose, is still my assistant, as is my husband, Stephen Rose.

The following sources have been used as the basis of this review

* Feedback from the children – observations and questionnaires
* Parent Questionnaire
* Last year’s Quality of Care Report

This past year has been hugely different due to the Coronavirus Pandemic. I have remained open through all 3 lockdowns. The first lockdown was quiet due to having only 4 keyworker families (5 children). Bethan was on furlough from March 2020, as I did not need her due to the ages of the children attending. She came back on flexi furlough in July 2020 and her hours have increased back up to almost normal since then as we have taken on more children.

I have changed the way we are working too. I used to take the children out to toddler groups, French lessons, and gym classes, all of which have stopped due to the pandemic. We have worked mainly from home, using the front garden and playroom, and we have stopped eating in the kitchen dining area to reduce the risk of cross-infection between my family and the childminding children. Stephen now permanently works from home; he has taken over the computer room and spends most of his day in there. Thomas, Christopher, and Eleanor have all been home during the lockdowns as well; they have spent their time in their bedrooms accessing Uni, College, and School via the internet.

I started taking children out of the village on trips in August 2020; however, these trips have all been to outdoor places, such as the beach, woods, Dyfi Donkeys, and the playgrounds.

I currently have 20 children on my books from 15 different families. In this period of review, 8 children have started full time school and I now look after 5 of these during the school holidays, 10 children have started coming to my setting, 5 children have left. 3 to go to full time school, 1 because he had outgrown my setting (he is now 11 years old), and 1 as the family no longer needed the childcare.

I have given parent questionnaires out to all my families, of which 7 have been returned. I have given the school aged children a questionnaire and have all but 2 returned. The children under 2 have all be observed in my setting and a short report written on the results of those observations.

**Summary of responses**

The parents are all happy with my service and setting, with all of them saying that I’m excellent.

* The things that they like the most are “photo updates were very reassuring, especially during the first few weeks”, “Love the new garden”, “variety of toys”, “you are very flexible with times and have an excellent mixture of toys, books, games inside and out”, “willingness to accommodate”, “relaxed nature”, and “the fact that the children obviously love it here”.
* They are very happy with their child’s learning and development, with one parent putting “You always do different activities with him and you help encourage his Welsh by using the language as much as you can”, and another “I appreciate the creativity you incorporate and I’m aware <child> is learning”
* I am very easy to talk to and “very receptive to take in honest feedback and recommendations. Any concerns are promptly actioned and resolved”.
* I have also been complimented on how quickly I got things in place at the start of the pandemic to ensure the children remained safe. She liked the cleaning routine I put in place, and the rotation of toys so that the risk of cross infection was reduced.
* All the parents are pleased with the new log cabin and the improved back garden. I have had two requests for more water play, and another parent has asked for garden/growing activities and for me to incorporate teaching them about plants/trees/nature.

I also received Thank You cards from all the parents of the children who have left my setting this year, all these had notes inside. One reads “Thank you for everything you have done for <child> and making her pre-school years so special. You go above and beyond to do so much with the children and <child> has loved her time with you all. She is going to miss you all so much”

The children’s questionnaires showed that I have got a wide range of toys which suit all ages. Each child had a different favourite from jigsaws, toy kitchen and toy cars to duplo, stories and arts and crafts. They all enjoy being outside with favourite trips being the park and the beach. They all love the new log cabin too.

Observations – these have also shown I have appropriate range of toys and facilities for the children. The new children have all settled in well, and all are excited and smiling when dropped off in the morning. I have observed that the younger children enjoy being included in the activities that the older children are doing, and they all watch and copy the older children, developing at a rapid rate. I have bought some more dinosaurs as this is a favourite topic of several of the under 5s.

Quality of Care Report (2019 – 2020) covered several points that were working well –the parents and children are all generally happy with my setting and the services I provide.

It showed that points that needed addressing from the 2018-2019 report were looked at and improved on.

It also brought up several points that needed addressing. The ones that I have addressed and are now working well or are in progress are as follows:

1. The outdoor part of my setting. This major project is still ongoing; however, the garden has been risk assessed and has been in use since May 2021. I applied for the 30-hour Childcare Offer Grant and received £5,000. This has been spent on
   1. a new log cabin which I am now using as an extra outdoor playroom, allowing free flow between the outdoor and indoor play (the children and families are incredibly happy with this
   2. a new fence around the back garden
   3. a gazebo – which allows outdoor play whatever the weather and has been well used during the last year.
   4. a wooden balance beam.

Work is still ongoing in the back garden. The flower beds are in front of the log cabin and contain several types of flowers, some of which the children have planted. They enjoy watching the bees on the flowers.

The other work planned is to add in a trellis and vegetable patch.

I have also bought more outdoor toys, including new bikes, and a swing football as a parent had asked to see more garden equipment.

1. New equipment bought – I have bought a fair amount of new toys over this last year including new jigsaws, wooden food, a toy kitchen and shop, and I’ve knitted some dolls. I have also bought a climbing triangle, mini golf set, swing football, and bikes for the garden.
2. I have bought various items of furniture for the log cabin too, shelves, 2 tables and 6 chairs.
3. I have kept up with training despite the pandemic. I have done several online courses through PACEY and Ceredigion Council, and also have attended 2 courses over Microsoft Teams, one on the new ALN code and the other Elklan’s Speech and Language for ages 0-3.

**Action to improve as a result of people views.**

Parent questionnaire–

1. Two parents have requested more water play. I will risk assess the possibility of getting a water table. Things to look at are how I will prevent cross-infection between the children.
2. A parent said, “I don’t know if you do any garden/growing activities or teach them about plants/tress/nature, but I would be happy to see that”. I do some growing activities, this year we have grown sunflowers from seeds and have planted several flowers in the new flower beds. I also take any opportunity to name plants, birds, insects etc when we come across them. I will continue to do this, and put into my planning more activities to do with growing. Once we have dug the vegetable bed I will get the children to help to plant, tend, harvest and try the vegetables.
3. A parent has asked for more emphasis on Welsh speaking/reading. This has improved massively over the last few years. Bethan speaks Welsh with the children and I have gained in confidence with speaking too. I will look into our Welsh resources and review my language policy to see how we can improve our Welsh provision in the setting. (NB another parent put “I find it excellent you talk Welsh to him as that is what he understands most”!)
4. Increase the number/range of outings as the restrictions due to the pandemic ease.
5. One parent added this comment at the end of the questionnaire, “In an ideal world, cameras so parents can log in to see how the kids are doing. But I’m aware I’m a special breed of parent ha! ha! ha! More photos or updates on what they are getting up to would be great.” – I will address this point with the parent in question. I do not feel that it would be practical to have cameras for parents to log into. I would not be happy with this as it could be possible for people other than the parents to log on and watch the children. Also all the parents would have to give permission for the children to be watched by other parents and I feel that would not go down well with some of my families. However, I could provide more photos and updates on what they are getting up to and will do this.

Children’s questionnaire and observations – the children had a list of things they would like to have in my setting

* Dinosaurs
* Jigsaws
* Train track (I have brought out the wooden train track for them to play with)

Quality of Care report (2019 – 2020)

* I will renew my public liability insurance along with my membership of PACEY
* I will attend as much training as possible.
* I will continue to review my equipment throughout the year.
* Provide behaviour management training for assistants, where necessary, and monitor the work of assistants to ensure that they follow the policies and procedures for the service.

1. **Well Being**

**Service Evaluation**

The children in my care are all happy and settled. They regularly come in smiling and happy to see both Bethan and me, as well as the other children. Comments on the questionnaire included “Settling in was very easy. My boys loved going from day one and both Margaret and Bethan are very calming”, “The kids love it there”, “<My children> both feel like family and everyone in this setting has become an extension of our family.”

I have a wide range of toys and activities available for the children. The children can choose what they would like to play with. “Free play” is a big part of our daily routine. I listen to the children’s requests and provide other activities if they are not enjoying the current ones. I also observe the children to find out their stages of development and provide activities to help to extend their learning. They enjoy the art and craft activities we do and have great pride in showing what they have made to their parents when they go home.

All my parents said their children are happy in my care and those that can, chatter about their day with me when at they are at home.

The children interact very well with each other. They have all made little friendships between themselves and miss each other when a child is off. Through the observations I have made of the children I have watched all the age groups interacting well, playing together, and learning how to share and wait for their turn.

The older children interact very well with the younger ones, helping them to do things and holding their hands without me asking them when we are out and about.

The children seem to enjoy their play and learning, and I try to incorporate learning opportunities through the activities provided. I encourage children to feed themselves and use the bathroom independently. The children in my setting are all communicating appropriately, and we use both English and Welsh throughout the day.

The children have, obviously, been affected by the pandemic. However, we have tried to keep things as close to normal as possible. I have been giving the children hugs when needed and lots of reassurance. It is not possible to expect young children to social distance from their friends and caregivers, as this would be detrimental to their mental wellbeing.

Over the period of this review, I have had 10 new children join my setting, and 8 children have moved up to school. Obviously, this transition period can be an issue. Several of the children are attending as they have been lacking the social interaction during the lockdowns and therefore there have been concerns about social and emotional development of these children. However, the children have all settled well and are making new friendships with each other.

**Priorities for improvement**

* Continue to ensure that the children are happy in my care.
* Continue to monitor development of the children.

**My assessment**

My practice is Excellent

1. **Care and Development**

**Service Evaluation**

All the parents are happy with the care and development of their children.

This is a table of the training that Bethan and I have undertaken.

|  |  |  |
| --- | --- | --- |
| Type of training | Margaret | Bethan |
| First Aid | November 2019 | June 2018 |
| Food Hygiene | May 2021 | May 2021 |
| Child Protection | June 2021 | June 2018 |
| ALN training | Feb – June 2021 |  |
| Elklan Speech & language (0-3) | Jan – Apr 2021 |  |

Stephen also attended the First Aid course in June 2018. As assistants Bethan and Stephen are not required to renew their First Aid every 3 years, however, as Bethan works with me 30+ hours a week I will book her on the next available First Aid course. Due to the Pandemic these have been difficult to access.

I make sure that all accidents and incidents with the children are recorded and that the parents receive a copy of the record. The parents must sign to say that they have received a copy. This copy is either a photocopy of the original record, a scanned copy which I then email to them, or a photograph of the original which I then send via email, text, or private messenger.

I know all the children I look after well and therefore can plan activities and provide suitable toys to promote their development.

Our daily activities are a mixture of adult and child led. The children have access to a wide range of age appropriate toys which help to promote positive images of minority groups. I base the activities around a theme which is chosen with the development of the children in my care in mind. This year we have been doing projects on the weather and our environment. Within these themes I have also been incorporating number, letter and colour recognition and developing the children’s awareness of the world around them. Due to the pandemic the trips we are allowed to take have been curtailed somewhat. However, I have been taking them out when allowed to go to the park, beach, and woods as well as walks around the village.

In response to the priorities for improvement in this area from the Quality of Care Report (2019 – 2020) I did two online Food Hygiene courses, one through PACEY and one through Ceredigion County Council (CCC), and I also did an online Child Protection course through PACEY. Bethan has also done the online Food Hygiene course through CCC. I have increased the amount of Welsh I use with the children.

**Priorities for improvement**

* Child Protection Training – Margaret to renew by June 2024

Bethan to renew asap.

* First Aid Training – Margaret to renew First Aid by November 2022

Bethan to renew asap

* Food Hygiene Training – Margaret and Bethan to renew by May 2024
* Use of Welsh in the setting – I will continue to develop my use of Welsh in the setting and encourage Bethan to use more Welsh with the children as well.

**My assessment**

My practice is Good

1. **Environment**

**Service Evaluation**

My house has a playroom, living room, dining area (in the kitchen), and downstairs toilet that the children have access to. During the pandemic I have reduced this area to just the playroom, living room and the downstairs toilet. This still gives me plenty of space for the children and reduces the risk of contamination between my family and the children. When the weather has allowed, we have also spent a lot of time in the front garden and since September have made trips to the local park, beach, and the woods.

The back garden was out of action during the period of this report. However, the log cabin, new growing beds, footpaths, and fence are now complete and ready to be used by the children.

I have a wide variety of equipment and toys available for the children both indoors and in my garden. Since the start of the Pandemic, I have split these toys into 5 groups, and I swap the toys every evening. This means that each day the children have a new set of toys to play with which have been out of use for at least 6 days, and also should one of the children catch Covid-19 I will be able to know exactly what toys that child played with last, so I can do a deep clean on those toys. I have removed wooden and electronic toys and anything that is not easily cleaned.

Over the period of this review I have purchased several toys and pieces of equipment. These include more bikes, mini golf set, jigsaws, dinosaurs, and ethnic baby dolls to mention just a few.

I have risk assessments to cover all the areas of the house and garden that are used by the children. These are updated, if required, when new equipment is purchased.

The heater in the back hall and downstairs toilet broke down during the winter. This was replaced promptly with a heater which has an inbuilt thermometer. It now comes on when the temperature of the area goes below 18 degrees and turns off again when it reaches 19 degrees.

In last year’s report my priorities for improvement in this area were:

* Continue to ensure that the environment is kept clean and hygienic – this has been especially important over the last few months. All surfaces are cleaned regularly during the day and every evening with anti-viral/antibacterial wipes. The toys are rotated daily as well.

**Priorities for improvement**

* Gas Fire to be checked annually (next due April 2022)
* Continue to ensure that the environment is kept clean and hygienic

**My assessment**

My practice is Good

1. **Leadership and Management**

**Service Evaluation**

I have been running my Childminding business for nearly 20 years. I have produced a Quality of Care report every year since 2007 which has helped me to identify areas I have needed to improve and is a good way to see if the changes I have made are effective or not.

I have kept up to date with training and during the period of this review I have attended a Food Hygiene course, a Child Protection course, the ALN code training, and an Elklan course on Speech and Language for the under 3s. In the past I have attended numerous courses, have renewed First Aid, Child Protection and Food Hygiene every 3 years and have a level 5 qualification in Childcare, Learning and Development (Management), and a level 3 qualification in Playwork.

During the period of this review I have continued to employ my daughter, Bethan Rose, as my assistant. She has a good rapport with the children and has been immensely helpful. She has been on flexible furlough over the last year, however, she now works with me 5 days a week due to us having 6 under 5s each day.

Bethan passed her CYPOP5 course in November 2019. She is intending to register as a childminder from this address in the near future.

Stephen Rose continues as my assistant, although he is only required to cover when Bethan is not available. Since the start of the Pandemic he has worked from home as a Computer Programmer. This will continue indefinitely.

To communicate with the parents, I found that daily dairies were not being filled in (due to time needed to fill in 6 different diaries) or looked at by the parents when they were filled in. Therefore, instead of daily diaries I update the parents verbally when the children are dropped off and collected, and via texts, messenger and email. I also use the learning journals which the parents can take home to look at whenever they want to.

My Statement of Purpose is updated when required and a copy sent to CIW, I also have a comprehensive set of policies that we follow. I review these policies regularly (at least once a year, more often if required). I have a website to promote my business that has a section which contains these policies and procedures. I make sure my website is kept up to date with any changes and improvements to my service.

There are 5 people in my household. I have DBS checks for five members of my family (including Bethan who has moved out), and one child under the age of 16. My son, Thomas, started at Aberystwyth University in September 2019. He has been living in a flat in Aberystwyth for most of the period of this review, although he was at home during the Lockdowns. I will continue to keep his DBS updated though, as he will still be here during the University holidays. My DBS was renewed in Feb 2021.

I also make sure I have the correct insurances.

**Priorities for improvement**

* Quality of Care report to be produced annually – next one due end of June 2022
* DBS checks – Margaret Rose – needs to be renewed in February 2024

Stephen Rose – needs to be renewed in July 2022

Bethan Rose – needs to be renewed in July 2022

Thomas Rose – needs to be renewed in Jan 2022

Christopher Rose – needs to be renewed in Nov 2021

Eleanor Rose – turns 16 on 28/7/23

* Insurances – PLI and PACEY membership – renewal date 16th October

ICO – renewal date 29th August

Car – renewal date 2nd March

* Attend as much training as possible

**My assessment**

My practice is Good

Date this Quality of Care Report was written 30th June 2021

Date next Quality of Care Report is due 30th June 2022